



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION **ELIGIBILITY WORKER, SENIOR** HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for performing complex eligibility work, to include determining initial eligibility for public assistance programs and services. Serves as a lead worker. Reports to the Eligibility Supervisor.

ESSENTIAL JOB FUNCTIONS

Interviews and screens customers seeking financial assistance; introduces and explains financial services programs, rights and responsibilities; assists customers with completing applications. Evaluates documentation and requests verifications to issue initial eligibility determinations.

Serves as a resource for Eligibility Workers and assists with difficult eligibility determinations and policy and procedural clarification. Provides assistance, direction, monitoring and training in the areas of fraud, overpayment interviewing and investigative techniques; troubleshoots problem situations and assists in diffusing difficult customer situations.

Maintains eligibility applications statuses electronically and performs necessary inquiries, system searches and updates to coordinate related information. Identifies suspected fraud cases, prepares summaries of facts for fraud and overpayment, represents the agency in hearings and court appeals and takes appropriate action as required. Responds to state, federal and internal case review inquiries; reviews and maintains program and policy manuals and prepares reports as needed.

Coordinates error management and prevention of financial services programs to include developing standard operating procedures; evaluates accuracy and productivity utilizing quality and quantity data and developing and implementing corrective action plans; identifies error trends and conducts and coordinates targeted case readings.

Assists with determining initial and ongoing eligibility for benefits and public assistance programs and assists with coordinating Virginia's Initiative for Employment not Welfare (VIEW) work requirements with employment services.

Assists with processing cases by verifying customer statements, completing evaluations and review sheets, setting up records and files, keeping applicants informed, advising of alternatives and maintaining records.

Assists with identifying suspected fraud cases, preparing summaries of facts for fraud and overpayment, representing the agency in hearings and court appeals and taking appropriate action as required. Responds to state, federal and internal case review inquiries; reviews and maintains program and policy manuals and prepares reports as needed.

Attends in-service and other training sessions and conferences and may represent the agency on committees or task force groups. Develops and maintains rapport with customers, other organizations and the general public. Makes service referrals within the department and to other agencies as needed and resolves a variety of customer's concerns.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Comprehensive knowledge of Benefits programs and policies including federal, state, and local regulations related to determining eligibility. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management - Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication - Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires a High School Diploma and 3-5 years of directly related eligibility experience in Financial Assistance programs, or an equivalent combination of education and experience. 1-2 years of post high school education is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.